



BMC Remedy AR System 9.1: Concepts

COURSE ABSTRACT

COURSE CODE

- » SPPT-ARSC-0910

PRODUCT RELEASE

- » BMC Remedy 9

DELIVERY METHOD

- » Web-Based Training (WBT)

COURSE DURATION

- » 2 Hours

TARGET AUDIENCE

- » ITSM/CMDB Application Administrators
- » CMDB Configuration Managers
- » Remedy Application Administrators
- » Remedy Developers
- » IT Managers

PREREQUISITES

- » None

Course Overview

This two-hour course will provide basic information about the BMC Remedy Action Request System. It covers the AR System concepts that are required for application administrators, users, and IT Managers. The intended audience is students who are new to the AR System platform. The course will cover topics such as client tools, data, navigation, and access control.

This course includes videos and knowledge checks throughout to prepare the learners to take additional courses in the AR, ITSM, and CMDB learning paths.

Course Objectives

- » Describe the BMC AR System Platform and its relationship to BMC Applications
- » Describe the relationship between the People, Users, Groups, and Roles Forms
- » Identify licensing options
- » Define the tools required for importing and exporting data
- » Identify the resources needed to install BMC Remedy AR System and BMC Remedy Applications
- » Learn basic terminology
- » Navigate the ITSM Customizable Home Page, administrative consoles, and Approval Central
- » Search, create, and modify requests
- » Prepare the learner to take courses on ITSM and CMDB



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COURSE ACTIVITIES

- » Quizzes
- » Demonstration
- » Videos
- » Product Simulations
- » End of course assessment

ACCREDITATION AND CERTIFICATION PATHS

- » This course is part of the BMC: Accredited Administrator: BMC Remedy AR System 9.0 accreditation path.

DISCOUNT OPTIONS

- » Have multiple students? Contact us to discuss hosting a private class for your organization
- » Contact us for additional information 

Course Modules

Module 1: Product Overview

- » Explain the features and benefits
- » Describe the connection between the BMC Remedy AR System and BMC Applications
- » Describe the functional components

Module 2: Installation

- » Identify system requirements for installing BMC Remedy AR System
- » Identify the resources needed to install BMC Remedy AR System and BMC Remedy Applications

Module 3: Remedy Language

- » Review the relationship between AR forms and database tables
- » Define common terms
- » Describe workflow functionality

Module 4: Data

- » Learn about the BMC Import Tool, BMC Atrium Integrator, and BMC Migrator
- » Identify the relationship between Unified Data Management (UDM) and BMC Atrium Integrator
- » Import data with the BMC Data Import Tool
- » Export data with the BMC Atrium Integrator
- » Archive data with the Archive Manager Console

Module 5: Navigation

- » Identify configuration options for the Mid Tier Configuration Tool
- » Identify features of the BMC Remedy Mid Tier client
- » Describe different types of notifications
- » Describe Approval Central
- » Search, create, and modify records
- » Enable the Mid Tier Object List

Module 6: Access Control

- » Identify the purpose of the Application Administration Console
- » Learn about licensing
- » Access the administrative consoles
- » Describe the relationship between People, Users, Groups, and Roles forms

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